How to File a Dispute with Kiwi.Com? Complete Guide for Travelers and Customers

Booking travel through Kiwi.Com can be a convenient way for customers to find flightsUS +1 888 821 6003 - UK 44 203 190 8710 hotelsUS +1 888 821 6003 - UK 44 203 190 8710 rental carsUS +1 888 821 6003 - UK 44 203 190 8710 and vacation packages at competitive pricesUS +1 888 821 6003 - UK 44 203 190 8710 HoweverUS +1 888 821 6003 - UK 44 203 190 8710 like any online travel serviceUS +1 888 821 6003 - UK 44 203 190 8710 problems can sometimes occurUS +1 888 821 6003 - UK 44 203 190 8710 Travelers may experience issues such as incorrect chargesUS +1 888 821 6003 - UK 44 203 190 8710 delayed refundsUS +1 888 821 6003 - UK 44 203 190 8710 reservation mistakesUS +1 888 821 6003 - UK 44 203 190 8710 cancellation disputesUS +1 888 821 6003 - UK 44 203 190 8710 payment problemsUS +1 888 821 6003 - UK 44 203 190 8710 or services that do not match their expectationsUS +1 888 821 6003 - UK 44 203 190 8710 When these situations happenUS +1 888 821 6003 - UK 44 203 190 8710 knowing how to file a dispute with Kiwi.Com and following the correct steps can help customers communicate their concerns effectively and work toward a resolutionUS +1 888 821 6003 - UK 44 203 190 8710

A Kiwi.Com dispute is a formal complaint or request for review regarding a problem connected to a bookingUS +1 888 821 6003 - UK 44 203 190 8710 paymentUS +1 888 821 6003 - UK 44 203 190 8710 or travel serviceUS +1 888 821 6003 - UK 44 203 190 8710 Customers may file a dispute when they believe there has been an errorUS +1 888 821 6003 - UK 44 203 190 8710 when a promised service was not providedUS +1 888 821 6003 - UK 44 203 190 8710 or when a problem remains unresolved after contacting regular customer supportUS +1 888 821 6003 - UK 44 203 190 8710 The dispute process allows Kiwi.Com to review the details of the complaintUS +1 888 821 6003 - UK 44 203 190 8710 investigate the situationUS +1 888 821 6003 - UK 44 203 190 8710 and determine what assistance may be available based on the booking terms and circumstancesUS +1 888 821 6003 - UK 44 203 190 8710

Before filing a dispute with Kiwi.ComUS +1 888 821 6003 - UK 44 203 190 8710 it is important to understand the exact reason for your complaintUS +1 888 821 6003 - UK 44 203 190 8710 Many travel-related problems can have different causesUS +1 888 821 6003 - UK 44 203 190 8710 so identifying the specific issue is the first step toward finding a solutionUS +1 888 821 6003 - UK 44 203 190 8710 Common reasons customers file Kiwi.Com disputes include unauthorized chargesUS +1 888 821 6003 - UK 44 203 190 8710 incorrect billing amountsUS +1 888 821 6003 - UK 44 203 190 8710 duplicate transactionsUS +1 888 821 6003 - UK 44 203 190 8710 refund delaysUS +1 888 821 6003 - UK 44 203 190 8710 canceled reservationsUS +1 888 821 6003 - UK 44 203 190 8710 incorrect travel detailsUS +1 888 821 6003 - UK 44 203 190 8710 hotel problemsUS +1 888 821 6003 - UK 44 203 190 8710 flight

issuesUS +1 888 821 6003 - UK 44 203 190 8710 or rental car concernsUS +1 888 821 6003 - UK 44 203 190 8710 Clearly identifying the problem helps you explain your situation and allows customer support teams to review your case more efficientlyUS +1 888 821 6003 - UK 44 203 190 8710

The first step in filing a Kiwi.Com dispute is reviewing all information related to your reservationUS +1 888 821 6003 - UK 44 203 190 8710 Before contacting Kiwi.ComUS +1 888 821 6003 - UK 44 203 190 8710 check your booking confirmationUS +1 888 821 6003 - UK 44 203 190 8710 itinerary detailsUS +1 888 821 6003 - UK 44 203 190 8710 payment recordsUS +1 888 821 6003 - UK 44 203 190 8710 cancellation policyUS +1 888 821 6003 - UK 44 203 190 8710 and travel documentsUS +1 888 821 6003 - UK 44 203 190 8710 Review the terms and conditions connected to your reservation because some issues may be related to specific travel policiesUS +1 888 821 6003 - UK 44 203 190 8710 For exampleUS +1 888 821 6003 - UK 44 203 190 8710 certain hotel bookings may have strict cancellation rulesUS +1 888 821 6003 - UK 44 203 190 8710 airline tickets may have limited change optionsUS +1 888 821 6003 - UK 44 203 190 8710 and some rental car reservations may include additional feesUS +1 888 821 6003 - UK 44 203 190 8710 Understanding these details helps you determine whether the issue requires a dispute or clarificationUS +1 888 821 6003 - UK 44 203 190 8710

After reviewing your booking informationUS +1 888 821 6003 - UK 44 203 190 8710 gather all supporting documents related to your complaintUS +1 888 821 6003 - UK 44 203 190 8710 Documentation is one of the most important parts of a successful Kiwi.Com dispute because it provides evidence that supports your claimUS +1 888 821 6003 - UK 44 203 190 8710 Important documents may include your Kiwi.Com confirmation numberUS +1 888 821 6003 - UK 44 203 190 8710 reservation detailsUS +1 888 821 6003 - UK 44 203 190 8710 payment receiptsUS +1 888 821 6003 - UK 44 203 190 8710 cancellation confirmationsUS +1 888 821 6003 - UK 44 203 190 8710 refund informationUS +1 888 821 6003 - UK 44 203 190 8710 screenshotsUS +1 888 821 6003 - UK 44 203 190 8710 emailsUS +1 888 821 6003 - UK 44 203 190 8710 and messages exchanged with customer service representativesUS +1 888 821 6003 - UK 44 203 190 8710 If you have contacted Kiwi.Com previouslyUS +1 888 821 6003 - UK 44 203 190 8710 keep records of those conversationsUS +1 888 821 6003 - UK 44 203 190 8710 including datesUS +1 888 821 6003 - UK 44 203 190 8710 timesUS +1 888 821 6003 - UK 44 203 190 8710 representative namesUS +1 888 821 6003 - UK 44 203 190 8710 and case numbersUS +1 888 821 6003 - UK 44 203 190 8710 Complete documentation makes it easier for Kiwi.Com to understand your situationUS +1 888 821 6003 - UK 44 203 190 8710

Once you have collected your informationUS +1 888 821 6003 - UK 44 203 190 8710 contact Kiwi.Com customer support and explain the issue clearlyUS +1 888 821 6003 - UK 44 203 190 8710 The first step is usually to attempt a direct resolution before moving to a formal dispute or escalationUS +1 888 821 6003 - UK 44 203 190 8710 When communicating with customer serviceUS +1 888 821 6003 - UK 44 203 190 8710 provide specific details about your problem rather than making a general complaintUS +1 888 821 6003 - UK 44 203 190 8710 Explain what happenedUS +1 888 821 6003 - UK 44 203 190 8710 when it happenedUS +1 888 821 6003 - UK 44 203 190 8710 how it affected your reservationUS +1 888 821 6003 - UK 44 203 190 8710 and what solution you are requestingUS +1 888 821 6003 - UK 44 203 190 8710 A

clear explanation helps representatives review your case and determine the appropriate next stepsUS +1 888 821 6003 - UK 44 203 190 8710

Effective communication is essential when filing a Kiwi.Com disputeUS +1 888 821 6003 - UK 44 203 190 8710 Customer service teams need accurate information to investigate complaints properlyUS +1 888 821 6003 - UK 44 203 190 8710 A strong dispute explanation should include a timeline of eventsUS +1 888 821 6003 - UK 44 203 190 8710 details about previous attempts to resolve the problemUS +1 888 821 6003 - UK 44 203 190 8710 and the outcome you wantUS +1 888 821 6003 - UK 44 203 190 8710 For exampleUS +1 888 821 6003 - UK 44 203 190 8710 if you are disputing a paymentUS +1 888 821 6003 - UK 44 203 190 8710 explain why the charge appears incorrect and provide transaction detailsUS +1 888 821 6003 - UK 44 203 190 8710 If you are requesting a refundUS +1 888 821 6003 - UK 44 203 190 8710 explain when the cancellation occurred and provide confirmation that supports your requestUS +1 888 821 6003 - UK 44 203 190 8710

Refund disputes are among the most common reasons travelers file complaints with Kiwi.ComUS +1 888 821 6003 - UK 44 203 190 8710 Refund problems can happen due to cancellation policiesUS +1 888 821 6003 - UK 44 203 190 8710 processing delaysUS +1 888 821 6003 - UK 44 203 190 8710 travel provider approval requirementsUS +1 888 821 6003 - UK 44 203 190 8710 or payment processing timelinesUS +1 888 821 6003 - UK 44 203 190 8710 If you are waiting for a refundUS +1 888 821 6003 - UK 44 203 190 8710 first confirm whether the refund was approved and review any confirmation messages you receivedUS +1 888 821 6003 - UK 44 203 190 8710 If the refund has not arrived within the expected timeframeUS +1 888 821 6003 - UK 44 203 190 8710 contact Kiwi.Com and provide your booking detailsUS +1 888 821 6003 - UK 44 203 190 8710 cancellation informationUS +1 888 821 6003 - UK 44 203 190 8710 and refund recordsUS +1 888 821 6003 - UK 44 203 190 8710 A detailed refund history can help customer service investigate the delay and provide an updateUS +1 888 821 6003 - UK 44 203 190 8710

Payment-related disputes are another common concern for travelersUS +1 888 821 6003 - UK 44 203 190 8710 Customers may dispute charges because of duplicate paymentsUS +1 888 821 6003 - UK 44 203 190 8710 unexpected feesUS +1 888 821 6003 - UK 44 203 190 8710 incorrect amountsUS +1 888 821 6003 - UK 44 203 190 8710 or transactions they do not recognizeUS +1 888 821 6003 - UK 44 203 190 8710 Before filing a payment disputeUS +1 888 821 6003 - UK 44 203 190 8710 review your booking confirmation and payment records to determine whether the charge is connected to your reservationUS +1 888 821 6003 - UK 44 203 190 8710 If the charge still appears incorrectUS +1 888 821 6003 - UK 44 203 190 8710 provide information such as the transaction dateUS +1 888 821 6003 - UK 44 203 190 8710 amount chargedUS +1 888 821 6003 - UK 44 203 190 8710 payment methodUS +1 888 821 6003 - UK 44 203 190 8710 and explanation of why you believe there is an errorUS +1 888 821 6003 - UK 44 203 190 8710 Supporting documents can help Kiwi.Com review the issue more effectivelyUS +1 888 821 6003 - UK 44 203 190 8710

Booking disputes may involve incorrect travel datesUS +1 888 821 6003 - UK 44 203 190 8710 missing reservationsUS +1 888 821 6003 - UK 44 203 190 8710 changes that were not

appliedUS +1 888 821 6003 - UK 44 203 190 8710 or differences between the confirmed booking and the actual service receivedUS +1 888 821 6003 - UK 44 203 190 8710 When filing a dispute about a reservation problemUS +1 888 821 6003 - UK 44 203 190 8710 provide evidence showing the original booking informationUS +1 888 821 6003 - UK 44 203 190 8710 Explain exactly what went wrong and what correction you needUS +1 888 821 6003 - UK 44 203 190 8710 If the issue involves a hotelUS +1 888 821 6003 - UK 44 203 190 8710 airlineUS +1 888 821 6003 - UK 44 203 190 8710 or rental car companyUS +1 888 821 6003 - UK 44 203 190 8710 understand that some decisions may depend on the policies of those providersUS +1 888 821 6003 - UK 44 203 190 8710 Kiwi.Com may need to coordinate with the travel provider before offering a final resolutionUS +1 888 821 6003 - UK 44 203 190 8710

If your issue is not resolved through standard customer supportUS +1 888 821 6003 - UK 44 203 190 8710 you can request escalationUS +1 888 821 6003 - UK 44 203 190 8710 Escalation means asking for your complaint to receive additional review from a supervisorUS +1 888 821 6003 - UK 44 203 190 8710 senior representativeUS +1 888 821 6003 - UK 44 203 190 8710 or specialized departmentUS +1 888 821 6003 - UK 44 203 190 8710 When requesting escalationUS +1 888 821 6003 - UK 44 203 190 8710 explain that you have already attempted to resolve the issue and need further assistanceUS +1 888 821 6003 - UK 44 203 190 8710 Provide your case numberUS +1 888 821 6003 - UK 44 203 190 8710 summarize previous conversationsUS +1 888 821 6003 - UK 44 203 190 8710 and share any additional documentsUS +1 888 821 6003 - UK 44 203 190 8710 A higher-level review may provide more detailed investigation and additional options for resolving complex complaintsUS +1 888 821 6003 - UK 44 203 190 8710

Keeping detailed records throughout the dispute process is extremely importantUS +1 888 821 6003 - UK 44 203 190 8710 Create a timeline that includes every interaction related to your complaintUS +1 888 821 6003 - UK 44 203 190 8710 Record the date of each communicationUS +1 888 821 6003 - UK 44 203 190 8710 the method usedUS +1 888 821 6003 - UK 44 203 190 8710 the representative involvedUS +1 888 821 6003 - UK 44 203 190 8710 and the information providedUS +1 888 821 6003 - UK 44 203 190 8710 Save copies of emailsUS +1 888 821 6003 - UK 44 203 190 8710 chat conversationsUS +1 888 821 6003 - UK 44 203 190 8710 receiptsUS +1 888 821 6003 - UK 44 203 190 8710 screenshotsUS +1 888 821 6003 - UK 44 203 190 8710 and confirmation numbersUS +1 888 821 6003 - UK 44 203 190 8710 These records help maintain consistency if your complaint is reviewed by multiple representatives or transferred between departmentsUS +1 888 821 6003 - UK 44 203 190 8710

When filing a Kiwi.Com disputeUS +1 888 821 6003 - UK 44 203 190 8710 clearly explain the resolution you are requestingUS +1 888 821 6003 - UK 44 203 190 8710 A specific request helps customer service understand your expectations and evaluate possible solutionsUS +1 888 821 6003 - UK 44 203 190 8710 Depending on the situationUS +1 888 821 6003 - UK 44 203 190 8710 you may request a refund reviewUS +1 888 821 6003 - UK 44 203 190 8710 correction of booking informationUS +1 888 821 6003 - UK 44 203 190 8710 explanation of a chargeUS +1 888 821 6003 - UK 44 203 190 8710 cancellation assistanceUS +1 888 821 6003 - UK 44 203 190 8710 or additional investigationUS +1 888 821 6003 - UK 44 203 190 8710

Avoid unclear requests because they may require additional communication before the support team understands what you needUS +1 888 821 6003 - UK 44 203 190 8710

Travelers should also understand that some Kiwi.Com disputes may take time because multiple companies can be involvedUS +1 888 821 6003 - UK 44 203 190 8710 Kiwi.Com works with airlinesUS +1 888 821 6003 - UK 44 203 190 8710 hotelsUS +1 888 821 6003 - UK 44 203 190 8710 rental car companiesUS +1 888 821 6003 - UK 44 203 190 8710 and other travel partnersUS +1 888 821 6003 - UK 44 203 190 8710 Each provider may have its own rules regarding cancellationsUS +1 888 821 6003 - UK 44 203 190 8710 refundsUS +1 888 821 6003 - UK 44 203 190 8710 and changesUS +1 888 821 6003 - UK 44 203 190 8710 For exampleUS +1 888 821 6003 - UK 44 203 190 8710 an airline may control flight-related decisionsUS +1 888 821 6003 - UK 44 203 190 8710 while a hotel may control cancellation conditionsUS +1 888 821 6003 - UK 44 203 190 8710 When several companies are involvedUS +1 888 821 6003 - UK 44 203 190 8710 additional communication may be required before the issue can be resolvedUS +1 888 821 6003 - UK 44 203 190 8710

Following up properly after filing a Kiwi.Com dispute is another important stepUS +1 888 821 6003 - UK 44 203 190 8710 If you receive a case numberUS +1 888 821 6003 - UK 44 203 190 8710 use that same reference when contacting support againUS +1 888 821 6003 - UK 44 203 190 8710 Avoid submitting multiple complaints for the same issue because duplicate requests can create confusion and slow down the review processUS +1 888 821 6003 - UK 44 203 190 8710 When following upUS +1 888 821 6003 - UK 44 203 190 8710 provide a short summary of your complaintUS +1 888 821 6003 - UK 44 203 190 8710 mention previous communicationUS +1 888 821 6003 - UK 44 203 190 8710 and ask whether any additional information is neededUS +1 888 821 6003 - UK 44 203 190 8710 Organized follow-up helps keep your complaint active and easier to trackUS +1 888 821 6003 - UK 44 203 190 8710

There are several mistakes customers should avoid when filing a Kiwi.Com disputeUS +1 888 821 6003 - UK 44 203 190 8710 One common mistake is contacting support without gathering important documents firstUS +1 888 821 6003 - UK 44 203 190 8710 Another is failing to review booking terms and cancellation policiesUS +1 888 821 6003 - UK 44 203 190 8710 Customers should also avoid providing inconsistent information during different conversations because this can delay the investigationUS +1 888 821 6003 - UK 44 203 190 8710 Staying organizedUS +1 888 821 6003 - UK 44 203 190 8710 professionalUS +1 888 821 6003 - UK 44 203 190 8710 and consistent throughout the process can improve communication and help customer service teams understand your complaintUS +1 888 821 6003 - UK 44 203 190 8710

If Kiwi.Com does not resolve your dispute after multiple attemptsUS +1 888 821 6003 - UK 44 203 190 8710 you may consider other options depending on the nature of your complaintUS +1 888 821 6003 - UK 44 203 190 8710 For travel-related issuesUS +1 888 821 6003 - UK 44 203 190 8710 contacting the airlineUS +1 888 821 6003 - UK 44 203 190 8710 hotelUS +1 888 821 6003 - UK 44 203 190 8710 rental companyUS +1 888 821 6003 - UK 44 203 190 8710 or other provider involved in your reservation may provide additional assistanceUS +1 888 821 6003 - UK 44 203 190 8710 For certain payment disputesUS +1 888 821 6003 - UK 44 203 190 8710 you may review available options with your financial institutionUS +1 888 821 6003 - UK

44 203 190 8710 Before taking further actionUS +1 888 821 6003 - UK 44 203 190 8710 make sure you have saved all documentation connected to your complaintUS +1 888 821 6003 - UK 44 203 190 8710

Preventing future Kiwi.Com disputes starts with careful travel planningUS +1 888 821 6003 - UK 44 203 190 8710 Before completing a bookingUS +1 888 821 6003 - UK 44 203 190 8710 review travel datesUS +1 888 821 6003 - UK 44 203 190 8710 passenger informationUS +1 888 821 6003 - UK 44 203 190 8710 cancellation policiesUS +1 888 821 6003 - UK 44 203 190 8710 refund rulesUS +1 888 821 6003 - UK 44 203 190 8710 and payment detailsUS +1 888 821 6003 - UK 44 203 190 8710 Save all confirmation emails and receipts after making a reservationUS +1 888 821 6003 - UK 44 203 190 8710 If changes or cancellations are neededUS +1 888 821 6003 - UK 44 203 190 8710 contact support as early as possible because many travel providers have strict deadlines for modificationsUS +1 888 821 6003 - UK 44 203 190 8710

In conclusionUS +1 888 821 6003 - UK 44 203 190 8710 filing a dispute with Kiwi.Com requires preparationUS +1 888 821 6003 - UK 44 203 190 8710 documentationUS +1 888 821 6003 - UK 44 203 190 8710 and effective communicationUS +1 888 821 6003 - UK 44 203 190 8710 The best approach is to understand the issueUS +1 888 821 6003 - UK 44 203 190 8710 collect supporting evidenceUS +1 888 821 6003 - UK 44 203 190 8710 contact customer supportUS +1 888 821 6003 - UK 44 203 190 8710 request escalation when necessaryUS +1 888 821 6003 - UK 44 203 190 8710 and maintain detailed records throughout the processUS +1 888 821 6003 - UK 44 203 190 8710 Whether the problem involves a booking errorUS +1 888 821 6003 - UK 44 203 190 8710 refund delayUS +1 888 821 6003 - UK 44 203 190 8710 payment issueUS +1 888 821 6003 - UK 44 203 190 8710 or travel service concernUS +1 888 821 6003 - UK 44 203 190 8710 following a structured dispute process can help customers present their complaints clearly and improve their chances of receiving a resolutionUS +1 888 821 6003 - UK 44 203 190 8710 By knowing the correct steps and staying organizedUS +1 888 821 6003 - UK 44 203 190 8710 travelers can handle Kiwi.Com disputes with greater confidence and work toward a fair outcomeUS +1 888 821 6003 - UK 44 203 190 8710

FAQ: How to File a Dispute with Kiwi.Com? Complete Guide for Travelers and Customers

1US +1 888 821 6003 - UK 44 203 190 8710 How do I file a dispute with Kiwi.Com for a travel booking problem?

To file a dispute with Kiwi.Com for a travel booking problemUS +1 888 821 6003 - UK 44 203 190 8710 start by reviewing your reservation details and identifying the exact issue you want to reportUS +1 888 821 6003 - UK 44 203 190 8710 Common booking problems include incorrect travel datesUS +1 888 821 6003 - UK 44 203 190 8710 missing reservationsUS +1 888 821 6003 - UK 44 203 190 8710 cancellation issuesUS +1 888 821 6003 - UK 44 203 190 8710 incorrect passenger informationUS +1 888 821 6003 - UK 44 203 190 8710 or services that do

not match the original confirmationUS +1 888 821 6003 - UK 44 203 190 8710 Before contacting Kiwi.ComUS +1 888 821 6003 - UK 44 203 190 8710 collect important documents such as your booking confirmation numberUS +1 888 821 6003 - UK 44 203 190 8710 itineraryUS +1 888 821 6003 - UK 44 203 190 8710 payment receiptUS +1 888 821 6003 - UK 44 203 190 8710 emailsUS +1 888 821 6003 - UK 44 203 190 8710 and screenshots related to the issueUS +1 888 821 6003 - UK 44 203 190 8710 Contact Kiwi.Com customer support and clearly explain what happenedUS +1 888 821 6003 - UK 44 203 190 8710 when the problem occurredUS +1 888 821 6003 - UK 44 203 190 8710 and what solution you are requestingUS +1 888 821 6003 - UK 44 203 190 8710 If your issue cannot be resolved through normal supportUS +1 888 821 6003 - UK 44 203 190 8710 request that your complaint be escalated to a supervisor or specialized support team for further reviewUS +1 888 821 6003 - UK 44 203 190 8710

2US +1 888 821 6003 - UK 44 203 190 8710 What information do I need before filing a Kiwi.Com dispute?

Before filing a Kiwi.Com disputeUS +1 888 821 6003 - UK 44 203 190 8710 you should gather complete information related to your reservation and complaintUS +1 888 821 6003 - UK 44 203 190 8710 Important details include your Kiwi.Com confirmation numberUS +1 888 821 6003 - UK 44 203 190 8710 travel datesUS +1 888 821 6003 - UK 44 203 190 8710 booking informationUS +1 888 821 6003 - UK 44 203 190 8710 payment recordsUS +1 888 821 6003 - UK 44 203 190 8710 cancellation detailsUS +1 888 821 6003 - UK 44 203 190 8710 refund confirmationsUS +1 888 821 6003 - UK 44 203 190 8710 receiptsUS +1 888 821 6003 - UK 44 203 190 8710 screenshotsUS +1 888 821 6003 - UK 44 203 190 8710 and any communication with Kiwi.Com representatives or travel providersUS +1 888 821 6003 - UK 44 203 190 8710 If you previously contacted customer serviceUS +1 888 821 6003 - UK 44 203 190 8710 keep notes of the dateUS +1 888 821 6003 - UK 44 203 190 8710 timeUS +1 888 821 6003 - UK 44 203 190 8710 representative nameUS +1 888 821 6003 - UK 44 203 190 8710 and case numberUS +1 888 821 6003 - UK 44 203 190 8710 Providing complete documentation helps Kiwi.Com verify your complaint and understand the history of your issueUS +1 888 821 6003 - UK 44 203 190 8710 A well-prepared dispute can reduce delays and make it easier for customer service teams to investigate your situationUS +1 888 821 6003 - UK 44 203 190 8710

3US +1 888 821 6003 - UK 44 203 190 8710 How can I dispute a Kiwi.Com charge that appears incorrect or unauthorized?

If you notice an incorrect or unfamiliar Kiwi.Com chargeUS +1 888 821 6003 - UK 44 203 190 8710 first review your reservation details and payment records to confirm whether the transaction is connected to your bookingUS +1 888 821 6003 - UK 44 203 190 8710 Some charges may include taxesUS +1 888 821 6003 - UK 44 203 190 8710 feesUS +1 888 821

6003 - UK 44 203 190 8710 upgradesUS +1 888 821 6003 - UK 44 203 190 8710 or other costs explained during the reservation processUS +1 888 821 6003 - UK 44 203 190 8710 If the charge still appears incorrectUS +1 888 821 6003 - UK 44 203 190 8710 contact Kiwi.Com customer support and explain why you believe the payment is inaccurateUS +1 888 821 6003 - UK 44 203 190 8710 Provide details such as the transaction dateUS +1 888 821 6003 - UK 44 203 190 8710 amount chargedUS +1 888 821 6003 - UK 44 203 190 8710 booking informationUS +1 888 821 6003 - UK 44 203 190 8710 and supporting documents like receipts or account statementsUS +1 888 821 6003 - UK 44 203 190 8710 A clear explanation and evidence can help Kiwi.Com investigate the charge and determine the appropriate resolutionUS +1 888 821 6003 - UK 44 203 190 8710

4US +1 888 821 6003 - UK 44 203 190 8710 How do I file a Kiwi.Com dispute for a delayed refund?

If you are waiting for a Kiwi.Com refund that has not been receivedUS +1 888 821 6003 - UK 44 203 190 8710 begin by checking your cancellation confirmation and reviewing the refund conditions of your reservationUS +1 888 821 6003 - UK 44 203 190 8710 Confirm whether the refund was approved and whether the expected processing period has passedUS +1 888 821 6003 - UK 44 203 190 8710 If the refund remains unresolvedUS +1 888 821 6003 - UK 44 203 190 8710 contact Kiwi.Com with your booking confirmationUS +1 888 821 6003 - UK 44 203 190 8710 cancellation detailsUS +1 888 821 6003 - UK 44 203 190 8710 refund informationUS +1 888 821 6003 - UK 44 203 190 8710 and payment recordsUS +1 888 821 6003 - UK 44 203 190 8710 Explain that the refund issue is still pending and request additional reviewUS +1 888 821 6003 - UK 44 203 190 8710 Refund delays may involve Kiwi.ComUS +1 888 821 6003 - UK 44 203 190 8710 airlinesUS +1 888 821 6003 - UK 44 203 190 8710 hotelsUS +1 888 821 6003 - UK 44 203 190 8710 rental companiesUS +1 888 821 6003 - UK 44 203 190 8710 or payment processorsUS +1 888 821 6003 - UK 44 203 190 8710 so providing complete information can help identify the reason for the delay and speed up the investigationUS +1 888 821 6003 - UK 44 203 190 8710

5US +1 888 821 6003 - UK 44 203 190 8710 Can I dispute a Kiwi.Com reservation if the service I received was different from what I booked?

YesUS +1 888 821 6003 - UK 44 203 190 8710 customers can raise a dispute if the travel service they received does not match the original Kiwi.Com booking detailsUS +1 888 821 6003 - UK 44 203 190 8710 Examples may include a hotel room that differs from the descriptionUS +1 888 821 6003 - UK 44 203 190 8710 a reservation that was not available upon arrivalUS +1 888 821 6003 - UK 44 203 190 8710 incorrect travel arrangementsUS +1 888 821 6003 - UK 44 203 190 8710 or other situations where the delivered service does not match the confirmationUS +1 888 821 6003 - UK 44 203 190 8710 To file a complaintUS +1 888 821 6003

- UK 44 203 190 8710 collect evidence such as booking confirmationsUS +1 888 821 6003 - UK 44 203 190 8710 photosUS +1 888 821 6003 - UK 44 203 190 8710 receiptsUS +1 888 821 6003 - UK 44 203 190 8710 emailsUS +1 888 821 6003 - UK 44 203 190 8710 and communication with the travel providerUS +1 888 821 6003 - UK 44 203 190 8710 Explain the difference between what was promised and what was receivedUS +1 888 821 6003 - UK 44 203 190 8710 If the issue involves a hotelUS +1 888 821 6003 - UK 44 203 190 8710 airlineUS +1 888 821 6003 - UK 44 203 190 8710 or rental companyUS +1 888 821 6003 - UK 44 203 190 8710 Kiwi.Com may need to coordinate with that provider before reaching a final decisionUS +1 888 821 6003 - UK 44 203 190 8710

6US +1 888 821 6003 - UK 44 203 190 8710 How do I escalate a Kiwi.Com dispute if customer service does not resolve my issue?

If Kiwi.Com customer service does not resolve your complaintUS +1 888 821 6003 - UK 44 203 190 8710 you can request escalation for additional reviewUS +1 888 821 6003 - UK 44 203 190 8710 Explain that you have already attempted to resolve the issue and need help from a supervisor or senior representativeUS +1 888 821 6003 - UK 44 203 190 8710 Provide your existing case number and summarize the previous steps you have takenUS +1 888 821 6003 - UK 44 203 190 8710 Include any additional documentation that supports your complaint and clearly state the resolution you wantUS +1 888 821 6003 - UK 44 203 190 8710 Escalation can be useful for complex problems involving refundsUS +1 888 821 6003 - UK 44 203 190 8710 payment disputesUS +1 888 821 6003 - UK 44 203 190 8710 cancellationsUS +1 888 821 6003 - UK 44 203 190 8710 or disagreements about travel policiesUS +1 888 821 6003 - UK 44 203 190 8710 Maintaining a polite and organized approach can help your complaint receive proper attentionUS +1 888 821 6003 - UK 44 203 190 8710

7US +1 888 821 6003 - UK 44 203 190 8710 How long does the Kiwi.Com dispute process usually take?

The time required to resolve a Kiwi.Com dispute can vary depending on the type of problem and whether other travel providers are involvedUS +1 888 821 6003 - UK 44 203 190 8710 Simple issuesUS +1 888 821 6003 - UK 44 203 190 8710 such as clarification of charges or basic booking questionsUS +1 888 821 6003 - UK 44 203 190 8710 may be resolved more quicklyUS +1 888 821 6003 - UK 44 203 190 8710 More complicated disputes involving refundsUS +1 888 821 6003 - UK 44 203 190 8710 airlinesUS +1 888 821 6003 - UK 44 203 190 8710 hotelsUS +1 888 821 6003 - UK 44 203 190 8710 payment processorsUS +1 888 821 6003 - UK 44 203 190 8710 or multiple departments may require additional time for investigationUS +1 888 821 6003 - UK 44 203 190 8710 To help avoid unnecessary delaysUS +1 888 821 6003 - UK 44 203 190 8710 provide complete documentationUS +1 888 821 6003 - UK 44 203 190 8710 respond quickly to requests for informationUS +1 888 821 6003 - UK 44 203 190 8710

and keep track of your case numberUS +1 888 821 6003 - UK 44 203 190 8710 Regular but organized follow-up can help ensure your complaint continues moving through the review processUS +1 888 821 6003 - UK 44 203 190 8710

8US +1 888 821 6003 - UK 44 203 190 8710 What mistakes should I avoid when filing a Kiwi.Com complaint?

When filing a Kiwi.Com complaintUS +1 888 821 6003 - UK 44 203 190 8710 avoid mistakes that may slow down the dispute processUS +1 888 821 6003 - UK 44 203 190 8710 Do not submit a complaint without collecting important documents or reviewing your booking termsUS +1 888 821 6003 - UK 44 203 190 8710 Avoid creating multiple disputes for the same issue because duplicate requests can make your case history more difficult to trackUS +1 888 821 6003 - UK 44 203 190 8710 Do not provide different explanations of the problem during separate conversationsUS +1 888 821 6003 - UK 44 203 190 8710 as inconsistent information may create confusionUS +1 888 821 6003 - UK 44 203 190 8710 It is also important to clearly explain the resolution you want instead of only describing the problemUS +1 888 821 6003 - UK 44 203 190 8710 Staying organizedUS +1 888 821 6003 - UK 44 203 190 8710 accurateUS +1 888 821 6003 - UK 44 203 190 8710 and consistent can improve communication with Kiwi.Com customer serviceUS +1 888 821 6003 - UK 44 203 190 8710

9US +1 888 821 6003 - UK 44 203 190 8710 What should I do if my Kiwi.Com dispute involves an airlineUS +1 888 821 6003 - UK 44 203 190 8710 hotelUS +1 888 821 6003 - UK 44 203 190 8710 or rental company?

If your Kiwi.Com dispute involves an airlineUS +1 888 821 6003 - UK 44 203 190 8710 hotelUS +1 888 821 6003 - UK 44 203 190 8710 or rental companyUS +1 888 821 6003 - UK 44 203 190 8710 understand that some parts of the resolution may depend on the policies of those providersUS +1 888 821 6003 - UK 44 203 190 8710 Airlines may control flight schedulesUS +1 888 821 6003 - UK 44 203 190 8710 ticket rulesUS +1 888 821 6003 - UK 44 203 190 8710 and certain refund decisionsUS +1 888 821 6003 - UK 44 203 190 8710 while hotels may manage cancellation policies and property-related concernsUS +1 888 821 6003 - UK 44 203 190 8710 Kiwi.Com may need to contact the provider before offering a final solutionUS +1 888 821 6003 - UK 44 203 190 8710 Keep records of communication with both Kiwi.Com and the travel providerUS +1 888 821 6003 - UK 44 203 190 8710 including confirmation numbersUS +1 888 821 6003 - UK 44 203 190 8710 emailsUS +1 888 821 6003 - UK 44 203 190 8710 receiptsUS +1 888 821 6003 - UK 44 203 190 8710 and updatesUS +1 888 821 6003 - UK 44 203 190 8710 Having complete documentation can strengthen your complaint and help all parties understand the situationUS +1 888 821 6003 - UK 44 203 190 8710

10US +1 888 821 6003 - UK 44 203 190 8710 What options do I have if Kiwi.Com does not resolve my dispute after filing a complaint?

If Kiwi.Com does not resolve your dispute after you have contacted customer service and requested escalationUS +1 888 821 6003 - UK 44 203 190 8710 consider reviewing additional options based on your specific situationUS +1 888 821 6003 - UK 44 203 190 8710 Depending on the issueUS +1 888 821 6003 - UK 44 203 190 8710 you may contact the airlineUS +1 888 821 6003 - UK 44 203 190 8710 hotelUS +1 888 821 6003 - UK 44 203 190 8710 rental companyUS +1 888 821 6003 - UK 44 203 190 8710 or another provider involved in your reservationUS +1 888 821 6003 - UK 44 203 190 8710 For certain payment-related concernsUS +1 888 821 6003 - UK 44 203 190 8710 you may also discuss possible options with your financial institutionUS +1 888 821 6003 - UK 44 203 190 8710 Before taking further actionUS +1 888 821 6003 - UK 44 203 190 8710 save all important recordsUS +1 888 821 6003 - UK 44 203 190 8710 including booking confirmationsUS +1 888 821 6003 - UK 44 203 190 8710 receiptsUS +1 888 821 6003 - UK 44 203 190 8710 emailsUS +1 888 821 6003 - UK 44 203 190 8710 screenshotsUS +1 888 821 6003 - UK 44 203 190 8710 and case numbersUS +1 888 821 6003 - UK 44 203 190 8710 A complete record of your dispute history can help support your position and provide evidence of the steps you have already taken to resolve the problemUS +1 888 821 6003 - UK 44 203 190 8710